2210 — Application Software Competency Definitions

Competency	Definition	Category
Arithmetic	Performs computations such as addition, subtraction, multiplication, and division correctly using whole numbers, fractions, decimals, and percentages.	Task Execution
Attention to Detail	Thorough when performing work and conscientious about attending to detail.	Task Execution
Computers and Electronics	Knowledge of electric circuit boards, processors, chips, and computer hardware and software, including applications and programming.	Task Execution
Computer Languages	Knowledge of computer languages and their applications to enable a system to perform specific functions.	Technical Skills
Creative Thinking	Uses imagination to develop new insights into situations and applies innovative solutions to problems; designs new methods where established methods and procedures are inapplicable or are unavailable.	Task Execution
Customer Service	Works with clients and customers (that is, any individuals who use or receive the services or products that your work unit produces, including the general public, individuals who work in the agency, other agencies, or organizations outside the Government) to assess their needs, provide information or assistance, resolve their problems, or satisfy their expectations, knows about available products and services; is committed to providing high quality products and services.	Task Execution

Decision Making	Makes sound, well-informed, and objective decisions; perceives the impact and implications of decisions; commits to action, even in uncertain situations, to accomplish organizational goals; causes change.	Task Execution
Flexibility	Is open to change and new information; adapts behavior or work methods in response to new information, changing conditions, or unexpected obstacles; effectively deals with ambiguity.	Task Execution
Human Factors	Knowledge of the principles, methods, and tools used to identify and apply information about human behavior, abilities, limitations, and other characteristics to the design of tools, machines, systems, tasks, jobs, and environments for effective human use.	Technical Skills
Information Management	Identifies a need for and knows where or how to gather information; organizes and maintains information or information management systems.	Task Execution
Information Technology Architecture	Knowledge of architectural methodologies used in the design and development of information systems, including the physical structure of a system/Es internal operations and interactions with other systems.	Technical Skills
Integrity/Honesty	Contributes to maintaining the integrity of the organization; displays high standards of ethical conduct and understands the impact of violating these standard on an organization, self, and others; is trustworthy.	Task Execution

Interpersonal Skills	Shows understanding, friendliness, courtesy, tact, empathy, concern, and politeness to others; develops and maintains effective relationships with others; may include effectively dealing with individuals who are difficult, hostile, or distressed, relates well to people from varied backgrounds and different situations; is sensitive to cultural diversity, race, gender, disabilities, and other individual differences.	Task Execution
Learning	Uses efficient learning techniques to acquire and apply new knowledge and skills; uses training; feedback, or other opportunities for self-learning and development.	Task Execution
Memory	Recalls information that has been presented previously.	Task Execution
Product Evaluation	Knowledge of methods for researching and analyzing external products to determine their potential for meeting organizational standards and business needs.	Technical Skills
Reading	Understands and interprets written material, including technical material, rules, regulations, instructions, reports, charts, graphs, or tables; applies what is learned from written material to specific situations.	Task Execution
Reasoning	Identifies rules, principles, or relationships that explain facts, data, or other information; analyzes information and makes correct inferences or draws accurate conclusions.	Task Execution
Self-Esteem	Believes in own self-worth; maintains a positive view of staff and displays a professional image.	Task Execution

Self-Management	Sets well-defined and realistic personal goals; displays a high level of initiative, efforts, and commitment towards completing assignments in a timely manner; works with minimal supervision; is motivated to achieve; demonstrates responsible behavior.	Task Execution
Software Development	Knowledge of the principles, methods, and tools for designing, developing, and testing software in a given environment.	Technical Skills
Software Engineering	Knowledge of software engineering design and development methodologies, paradigms, and tools; the software life cycle; software reusability; and software reliability metrics.	Technical Skills
Software Testing and Evaluation	Knowledge of the principles, methods, and tools for analyzing and developing systems test and evaluation procedures and technical characteristics of IT systems, including identifying critical operational issues.	Technical Skills
Stress Tolerance	Deals calmly and effectively with high stress situations (for example, tight deadlines, hostile individuals, emergency situations, dangerous situations).	Task Execution
Systems Integration	Knowledge of the principles, methods, and procedures for installing, integrating, and optimizing information system components.	Technical Skills
Teamwork	Encourages and facilitates cooperation, pride, trust, and group identity; fosters commitment and team spirit; works with others to achieve goals.	Task Execution

| Writing | Recognizes or uses correct English grammar, punctuation, and spelling; communicates information (for example, facts, ideas, or messages) in a succinct and organized manner; produces written information, which may include technical material, that is appropriate for the intended audience. | Task Execution |